



Company/Organization Name: Hu-Friedy Manufacturing

Location: Des Plaines, Illinois

Position/Title: Customer Care Specialist

Duties/Responsibilities: In this role, your key responsibilities would include delivering the most respected and valued customer care in the dental industry through courteous, prompt and first class service to our dealer partners and end users. This would be accomplished through:

- Driving positive results in the handling of inquiries and/or complaints in ways that create improved, lasting relationships with customers.
- Promoting products
- Providing top level service and product knowledge that positively impacts customers' experience with each interaction

To be successful in this role, you must have:

- Bachelor's degree preferred or equivalent work experience in Customer Service/Order Entry and or Call Center. Degree strongly preferred.
- Excellent English verbal and written communication skills with correct grammar, spelling, and sentence structure.
- Outbound calling experience a plus.
- Excellent phone skills which come across as polished and professional.
- Strong organizational, administrative and task management skills.
- Strong PC skills: MS Word, Basic Excel (familiarity with the web, e-mail and external applications preferred).
- Must be detail oriented and have ability to handle multiple processes.
- Ability to type 30 words per minute.
- Good analytical skills and strong problem resolution skills.

Salary Range: \$15.00 - \$18.00/hour

Application Instructions: Email resume to Pat Cummings at NORBIC

[pcummings@illinoismanufacturing.org](mailto:pcummings@illinoismanufacturing.org)